

May 9, 2024

## SAFETY RECALL NOTICE

Dear Costco Member,

Costco records indicate that you, or one of your add-on members, have purchased Item #1612222 (AWD-30) or #1612224 (AWS-30) – ZLINE electric wall oven between October 2021 and July 2022.

ZLINE Kitchen and Bath, in cooperation with the U.S. Consumer Product Safety Commission, is voluntarily recalling certain manufacturing dates for several electric wall oven models including AWS-30 and AWD-30.

ZLINE has become aware that over time, the door hinges of certain first-generation wall ovens may weaken, potentially causing them to break and release the spring responsible for the proper operation of the oven door. If the door hinges break, the hinge spring and its retaining bar may break through the top part trim of the door, potentially exiting the oven door and striking a nearby person.

To determine if your unit is affected please check the manufacturing date. Affected manufacturing dates are between November 2020 – December 2021.

### What You Should Do

1. Immediately stop using the oven.
2. Verify that your door is included in this recall by checking your manufacturing date located on the white label on the inside of the oven door frame.



3. If your oven is affected, register online [www.zlinekitchen.com/pages/recalls-wall-ovens](http://www.zlinekitchen.com/pages/recalls-wall-ovens) with ZLINE to request a free replacement oven door shipped to your home. This link provides you with a video and written direction for the simple door replacement process that should take no more than 5 – 10 minutes. If you require physical assistance to perform the repair, you may contact ZLINE Customer Service to have a technician perform the repair, free of charge.
4. If your oven is NOT affected, you may continue to safely use your oven.

**Contact** ZLINE toll-free at 833-256-3603 from 9 a.m. to 8:30 p.m. ET Monday through Friday, email at [AWrecall@zlinekitchen.com](mailto:AWrecall@zlinekitchen.com) or online at [www.zlinekitchen.com/pages/recalls-wall-ovens](http://www.zlinekitchen.com/pages/recalls-wall-ovens)

ZLINE Kitchen and Bath knows that you have placed your trust in us and we take your family's safety seriously. We recognize that the temporary loss of use of your oven compartment is an inconvenience and we sincerely apologize. If your oven is affected, we are replacing oven doors quickly, shipping within 7 business days of registration.

At ZLINE, we pride ourselves on placing safety first and we will continue to stand behind our product line.

Yours in Safety,

ZLINE Kitchen and Bath